



July 19, 2019

Harry Lanphear
Administrative Director
Maine Public Utilities Commission
State House Station #18
Augusta, Maine 04333-0018

RE: MAINE PUBLIC UTILITIES COMMISSION,
Investigation of Central Maine Power Company's Metering and Billing
Issues - Docket No. 2019-00015

Dear Mr. Lanphear,

As the Commission is aware, on Sunday, June 23, 2019, the Maine Sunday Telegram published fourteen customer stories regarding CMP's new billing system and disputed high usage. In addition, the Maine Sunday Telegram and the Portland Press Herald (PPH) have circulated several related articles drawing on those and two additional customer stories. While CMP has acknowledged that its roll-out of the SmartCare system should have provided a better customer experience, CMP is concerned that the PPH articles, and in particular the details contained in many of the specific customer stories, contain factual discrepancies when compared against CMP's customer records regarding customer usage and related information. CMP's records regarding those accounts and any discrepancies are provided here to assure the record in this Docket contains a full and complete picture of how CMP has handled customer high bill complaints. Therefore, CMP provides this filing to assist the Commission and the parties in developing the factual record as this proceeding advances. For each customer identified in the PPH article, Attachment 1 to this filing (i) recaps the customer's claims, (ii) provides account details regarding billing and usage, payment patterns and any Company interactions with the customer, and (iii) summarizes CMP's conclusions regarding their claims.

While CMP is treating the customer specific information in this filing as confidential pursuant to Protective Order No. 1 (Specific Customer Data) issued on February 22, 2019 in this proceeding, the Company would not object to it being released publicly, given the fact the customers identified by the PPH voluntarily shared their stories and appear to have waived their rights under Section 4 of Chapter 815 regarding privacy of the account information that they shared with the PPH. CMP will defer to the

Commission's judgment on whether the attached information should remain confidential under Protective Order No. 1.

Respectfully submitted

A handwritten signature in black ink that reads "Kenneth W. Farber". The signature is written in a cursive style with a large, stylized 'K' and 'F'.

Kenneth Farber
Senior Counsel
Avangrid Service Company on behalf of Central Maine Power Company

Attachment (Confidential)